

Loch Raven VA Medical Center

# VISITOR GUIDE



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Maryland Health Care System

**Loch Raven VA Medical Center**

3900 Loch Raven Boulevard, Baltimore, MD 21218

410-605-7000 | Toll-Free: 800-463-6295

Eligibility and Enrollment: 877-222-8387

[www.maryland.va.gov](http://www.maryland.va.gov)

# Welcome to the Loch Raven VA Medical Center

It is our pleasure to welcome you to the Loch Raven VA Medical Center, a division of the VA Maryland Health Care System. The medical center offers specialized inpatient, outpatient and primary care services. As a leader in providing rehabilitation and skilled nursing care, the Loch Raven VA Medical Center coordinates the delivery of physical therapy, occupational therapy, kinesiotherapy and recreation therapy to achieve the highest level of recovery and independence for Maryland's Veterans. The center also provides hospice and nursing home care to Veterans requiring non-acute inpatient care, in addition to offering specialized assistance for patients with Alzheimer's disease and other forms of dementia.

This Visitor Guide provides a directory of services and patient care areas, maps of the campus, information about patient and visitor amenities, directions to the medical center, and a listing of important phone numbers.

Here at the Loch Raven VA Medical Center and throughout the VA Maryland Health Care System, we are committed to providing safe, quality and compassionate care to Veterans. Thank you for allowing us to serve your health care needs.

## Patient and Visitor Information

### Appointments

To schedule, change, cancel or confirm a clinic appointment, please contact the Appointment Center at 410-605-7333, Monday through Friday, from 7:30 a.m. to 4:30 p.m. To schedule an acute appointment, please call the Telephone Care Line Monday through Friday (except holidays) from 7:30 a.m. to 4:30 p.m. at 1-800-865-2441. If you have a life-threatening emergency, immediately dial 911.

### Automatic Teller Machine (ATM)

There is an ATM available on the first floor of the Community Living Center across from the Canteen Retail Store & Deli.

### Canteen Location & Hours

The Canteen Retail Store & Deli is located on the first floor of the Community Living Center and is open Monday through Friday from 7 a.m. to 2 p.m.

### Chapel

The All Faiths Chapel, which is open 24 hours a day, seven days a week, is located on the second floor of the Community Living Center off the hallway leading to the Rehabilitation Wing. The following is the schedule for religious services that are conducted in the All Faiths Chapel:

<i>Catholic Mass</i>	Sundays	11 a.m.
<i>Protestant Worship Service</i>	Sundays	2:30 p.m.

### Mass Transportation

There is a Maryland Transit Administration (MTA) bus stop located in front of the Loch Raven VA Medical Center on Loch Raven Boulevard, with others in the surrounding area. For information about bus service and schedules to and from the facility, please visit the MTA website at [www.mta.maryland.gov](http://www.mta.maryland.gov) or call 410-539-5000.

### New Patients

Veterans can apply for VA health care by visiting the Outpatient Clinic, which is located off of The Alameda. The Outpatient Clinic is open Monday through Friday from 8 a.m. to 4:30 p.m. For information about VA health care eligibility or how to enroll for VA health care, call 877-222-8387 Monday through Friday between 8 a.m. and 8 p.m. or visit [www.maryland.va.gov](http://www.maryland.va.gov) and click on "Become a Patient."

### Long-Term Care Information

For questions about nursing home and long-term care programs and services available throughout the VA Maryland Health Care System, please call the Long-Term Care Information Line at 410-642-1121.

### Parking

**Outpatients & Visitors** – There is free parking available for outpatients and visitors throughout the medical center campus, including designated spaces for handicapped parking. Additionally, free valet parking is available for all outpatients and is accessible by the entrance to the Outpatient Clinic.



**Inpatients** – Parking is not available for inpatients. If an emergency situation requires temporary parking, space will be provided pending arrangements for removal of the car.

### Patient Advocate

At the Loch Raven VA Medical Center and throughout the VA Maryland Health Care System, we strive to provide the best care possible in the most courteous and efficient manner. If you have a problem with your VA health care services that you are not able to resolve with your treatment team, or you have a concern or a compliment about the customer service provided by any of our staff members, please contact a Patient Advocate by calling 410-605-7542.

### Shuttles

For the convenience of our Veteran patients, shuttles run weekdays to and from the Baltimore VA Medical Center. For a listing of shuttle schedules, please visit [www.maryland.va.gov/patients/shuttle.asp](http://www.maryland.va.gov/patients/shuttle.asp). There is also a Loch Raven campus shuttle that is available upon request for Veteran patients Monday through Friday from 8 a.m. to 4 p.m. by calling 410-605-7549.

### Smoking Policy

The Loch Raven VA Medical Center is a smoke-free facility. Designated smoking areas are located near the entrance to the Community Living Center, and the sidewalk to the right of the entrance of the Outpatient Clinic.

### Vending Machines

There are vending machines available 24 hours a day, seven days a week that are located in the hallway leading from the Community Living Center to the Rehabilitation Wing on both the first and second floors of the facility.

### Visitor Guidelines

Family members, friends and other individuals are welcome to visit with Veterans for emotional support during the course of their stay, unless not medically or therapeutically advisable. For additional information, please contact a member of the treatment team.

### Volunteer Coffee Station

There is a volunteer run coffee station located in the waiting area of the Outpatient Clinic that serves free coffee and tea to Veteran patients and their family members. The coffee station is open Monday through Friday from 8 a.m. to 12 p.m.

### WiFi Internet Access

Free WiFi Internet access is available in the following locations throughout the Loch Raven VA Medical Center:

- All Inpatient Units & Rooms
- All Inpatient Dining Rooms
- Canteen Retail Store & Deli
- Outpatient Clinic Waiting Area

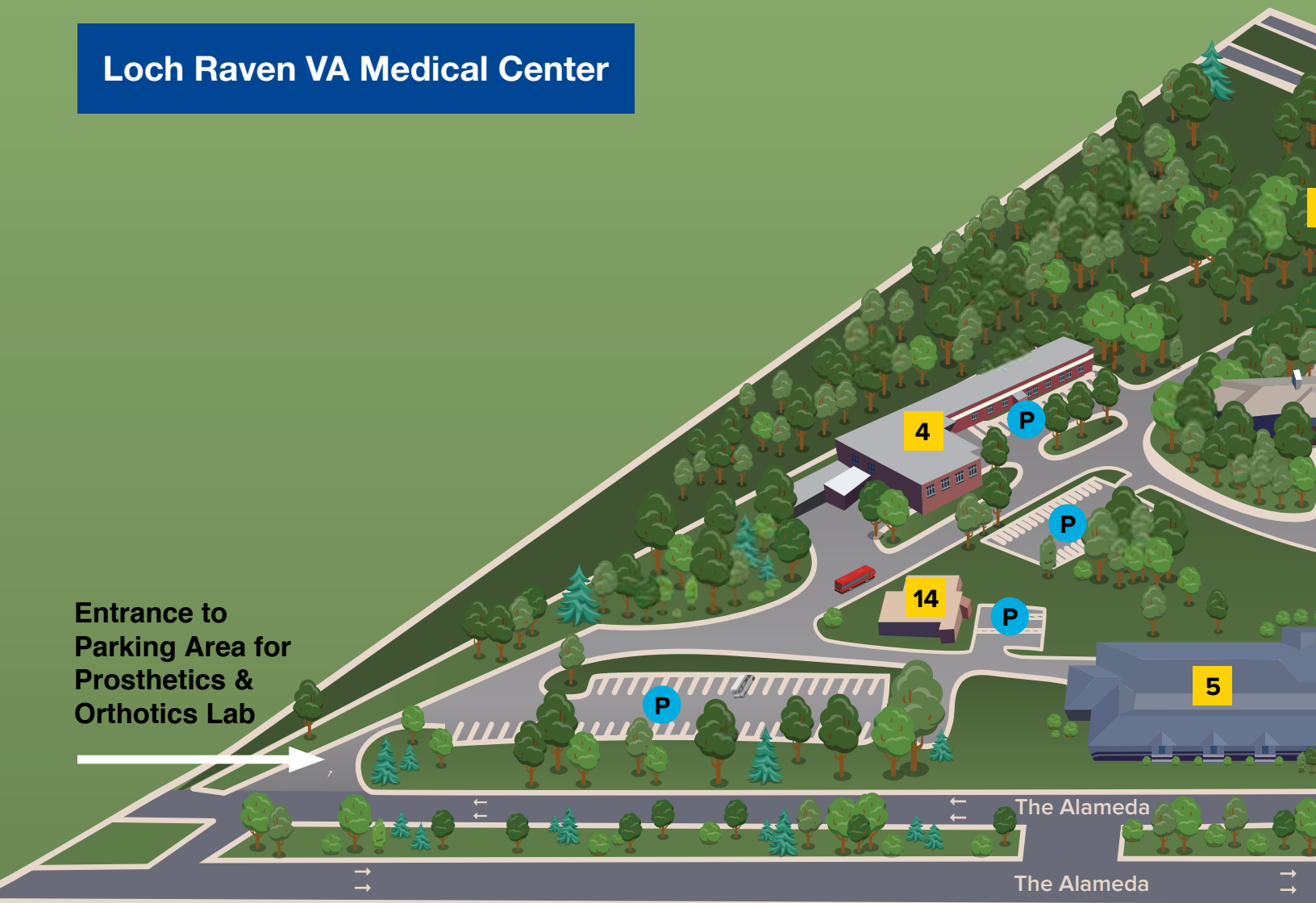
After going into “WiFi Settings” on your personal smartphone or laptop computer, select “Patient Internet Loch Raven.” Next, open an Internet page, read the VA disclaimer, and click “Continue to Internet” to get started.





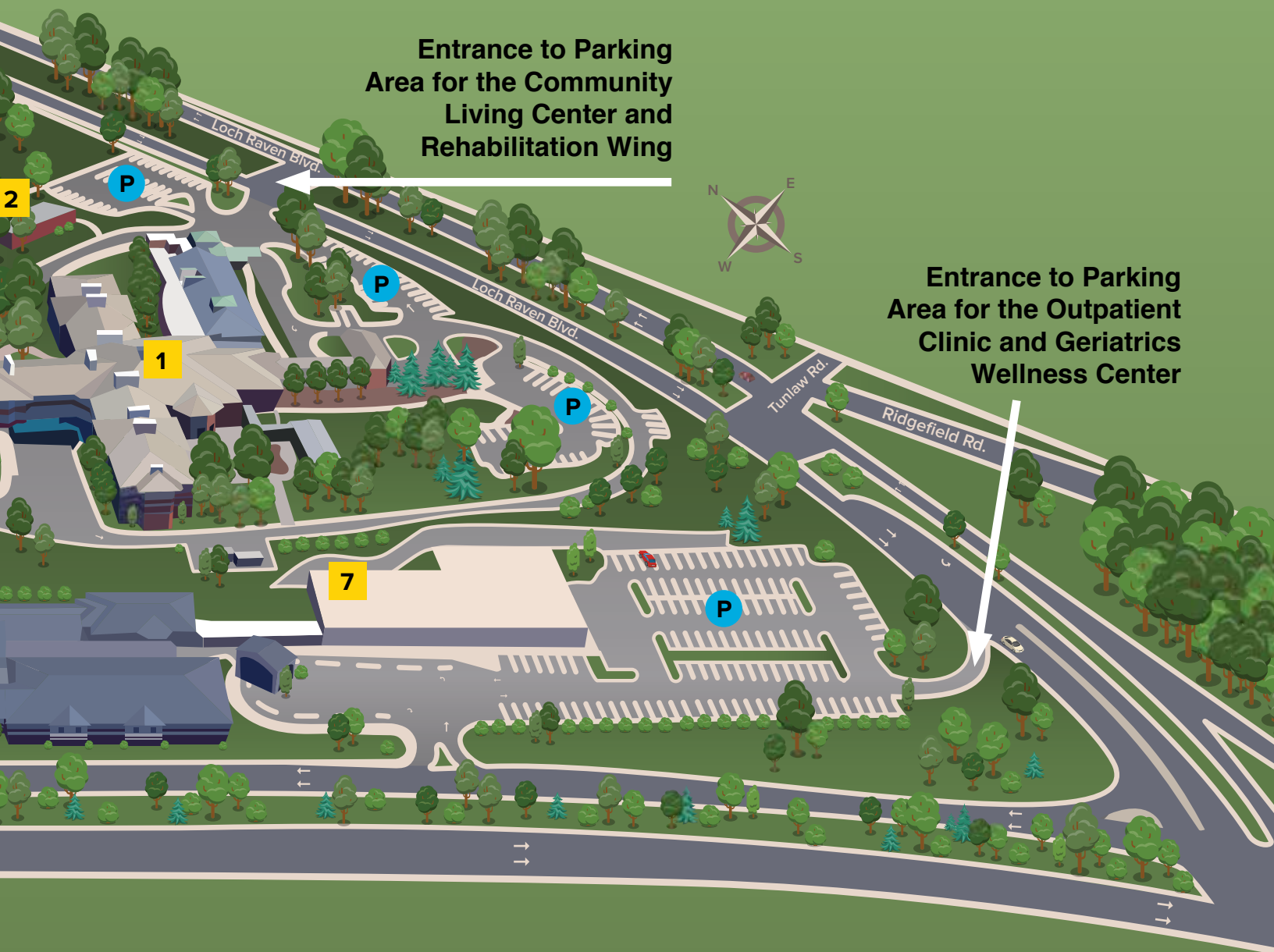
# Loch Raven VA Medical Center

Entrance to  
Parking Area for  
Prosthetics &  
Orthotics Lab



## Building Directory

Service/Section/Department	Building	Service/Section/Department	Building
ATM	1	Recreation Therapy (RT)	1
Canteen Retail Store & Deli	1	Rehabilitation Wing	1
Chapel	1	Speech Pathology	1
Community Living Center Units	1	Voluntary Service	1
Hospice Unit	1	Home Based Primary Care	2
Kinesiotherapy (KT)	1	Environmental Management Service	4
Occupational Therapy (OT)	1	Facilities & Engineering Service	4
Patient Advocate	1	Office of Information & Technology	4
Physical Therapy (PT)	1	Police Service	4



**Entrance to Parking  
Area for the Community  
Living Center and  
Rehabilitation Wing**

**Entrance to Parking  
Area for the Outpatient  
Clinic and Geriatrics  
Wellness Center**

### Service/Section/Department

### Building

Regional Counsel	4
DAV-Volunteer Transportation	5
Driver Rehabilitation	5
Lab-Blood Draw	5
New Patients/Eligibility & Enrollment	5
Outpatient Clinics	5
Patient Advocate	5
Radiology	5
Dementia Consultation	7

### Service/Section/Department

### Building

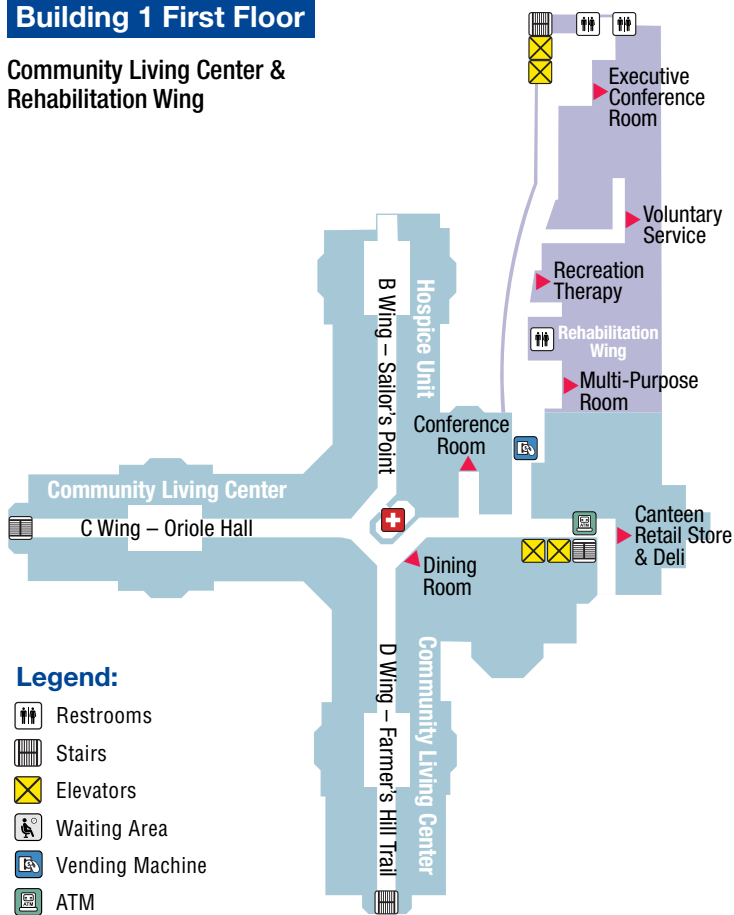
Empower Veterans Program	7
Geriatric Research, Education & Clinical Center	7
GeriPACT	7
GeroFIT Program	7
MOVE Program	7
Prosthetics & Sensory Aids Service & Orthotics Lab	14
Parking	P

An alphabetical listing of departments and services is available on page 7.

# Floor Plans for Buildings 1 and 5

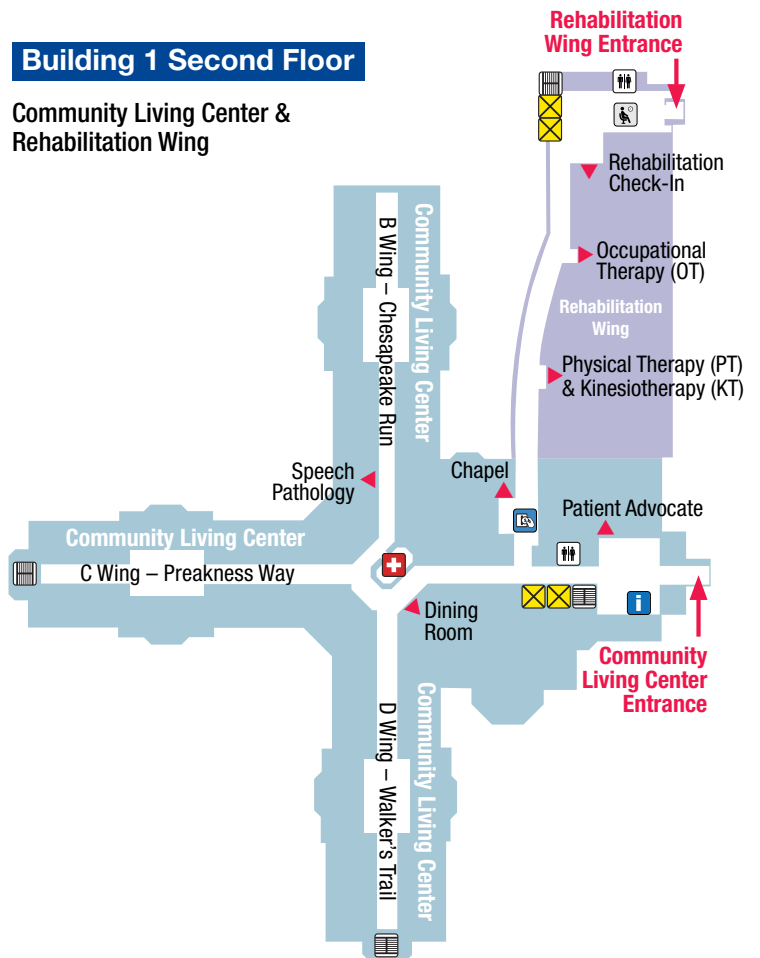
## Building 1 First Floor

Community Living Center & Rehabilitation Wing

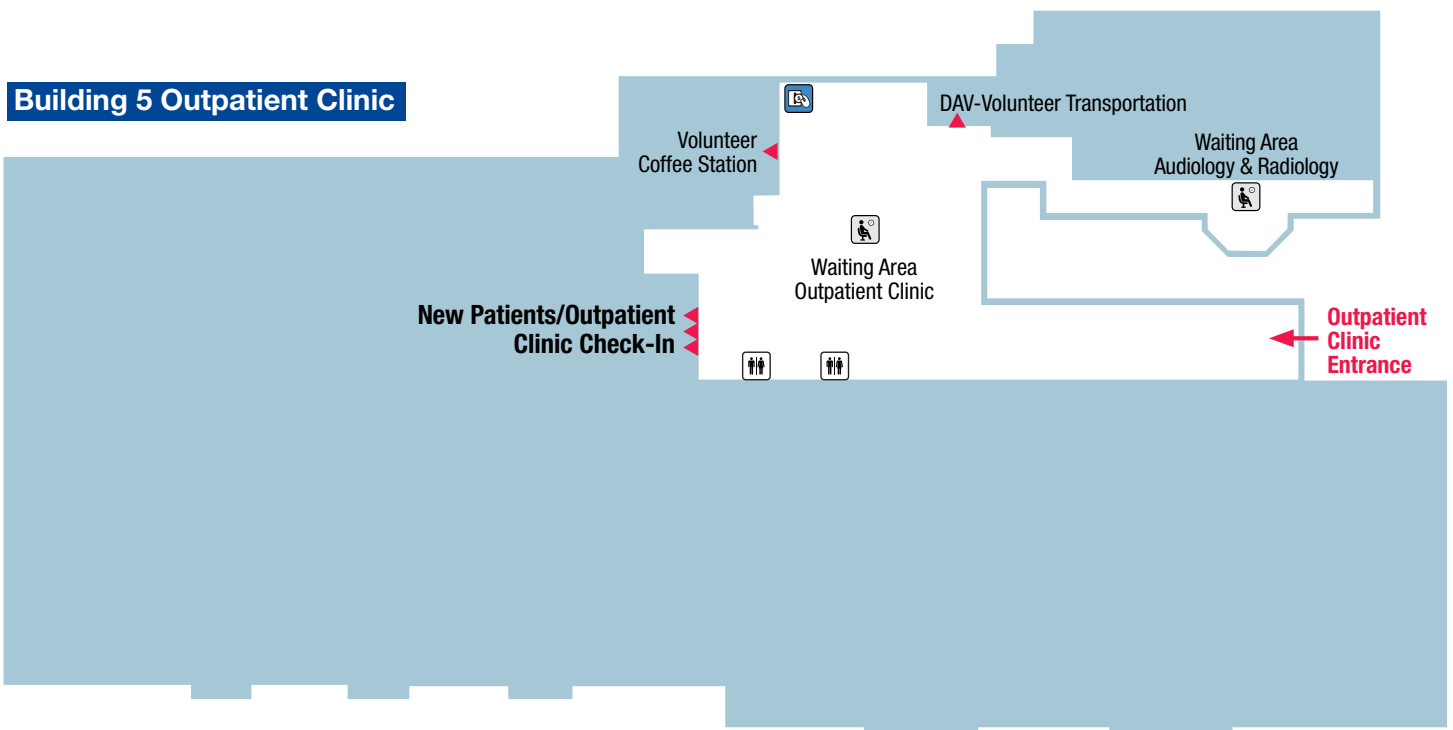


## Building 1 Second Floor

Community Living Center & Rehabilitation Wing



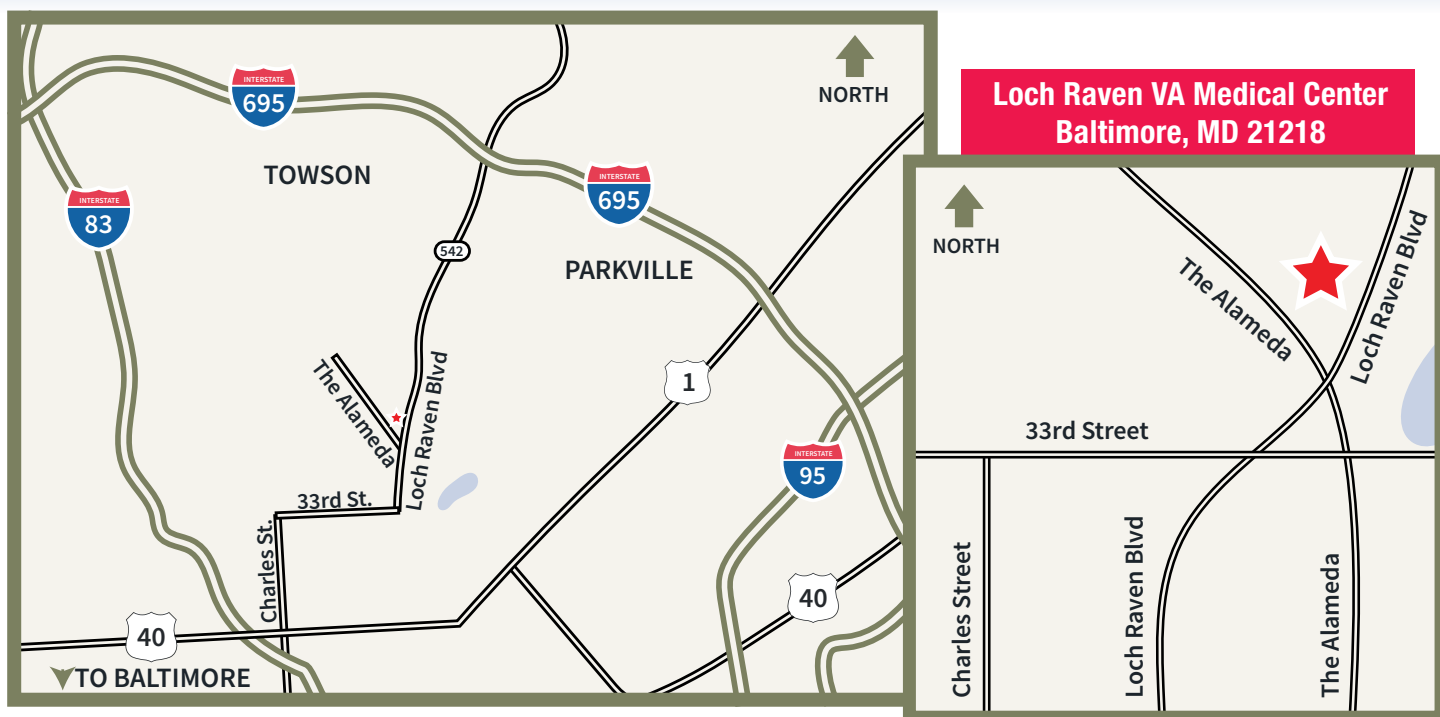
## Building 5 Outpatient Clinic



## Department and Service Directory

Department & Service	Building	Floor
ATM (across from Canteen).....	1	First
Arthritis (Outpatient Clinic Check-In)...	5	First
Audiology (Outpatient Clinic Check-In)	5	First
Canteen Retail Store & Deli.....	1	First
Chapel.....	1	Second
Community Living Center.....	1	First
C Wing – Oriole Hall		
Community Living Center .....	1	First
D Wing – Farmer’s Hill Trail		
Community Living Center .....	1	Second
B Wing – Chesapeake Run		
Community Living Center .....	1	Second
C Wing – Preakness Way		
Community Living Center .....	1	Second
D Wing – Walker’s Trail		
Community Living Center Entrance .....	1	Second
Compensation & Pension Examinations (Outpatient Clinic Check-In)	5	First
Conference Room .....	1	First
DAV-Volunteer Transportation .....	5	First
Dermatology .....	5	First
(Outpatient Clinic Check-In)		
Dementia Consultation .....	7	First
Dining Rooms .....	1	First/Second
Driver Rehabilitation .....	5	First
(Outpatient Clinic Check-In)		
Empower Veterans Program .....	7	First
Environmental Management Service .....	4	First
Executive Conference Room .....	1	First
Facilities & Engineering Service .....	4	First
Geriatric Research, Education & .....	7	First
Clinical Center		
GeripACT (Geriatric Primary Care) .....	7	First
GeroFIT Program .....	7	First
Home Based Primary Care .....	2	First
Hospice Unit, B Wing – Sailor’s Point ....	1	First
Kinesiotherapy (KT) .....	1	Second
Lab-Blood Draw .....	5	First
(Outpatient Clinic Check-In)		
Low Vision .....	5	First
(Outpatient Clinic Check-In)		

Department & Service	Building	Floor
Mental Health .....	5	First
(Outpatient Clinic Check-In)		
MOVE Program .....	7	First
Multi-Purpose Room .....	1	First
New Patients/Eligibility & Enrollment ..	5	First
(Outpatient Clinic Check-In)		
Nurses Stations .....	1	First/Second
Nutrition (Outpatient Clinic Check-In)	5	First
Occupational Therapy (OT) .....	1	Second
Office of Information & Technology .....	4	First
Optometry (Outpatient Clinic Check-In)	5	First
Outpatient Clinic Check-In .....	5	First
Patient Advocate .....	1	Second
Patient Advocate .....	5	First
(Outpatient Clinic Check-In)		
Pharmacotherapy/Anticoagulation .....	5	First
(Outpatient Clinic Check-In)		
Physical Therapy (PT) .....	1	Second
Podiatry (Outpatient Clinic Check-In) ..	5	First
Police Service .....	4	First
Poly Trauma/Traumatic Brain Injury .....	5	First
(Outpatient Clinic Check-In)		
Primary Care .....	5	First
(Outpatient Clinic Check-In)		
Prosthetics and Sensory Aids Service ...	14	First
& Orthotics Lab		
Radiology (Outpatient Clinic Check-In)	5	First
Recreation Therapy .....	1	First
Regional Counsel .....	4	First
Rehabilitation Check-In .....	1	Second
(OT, PT and KT)		
Rehabilitation Wing Entrance .....	1	Second
Rehabilitation Wing .....	1	First/Second
Social Work (Outpatient Clinic Check-In)	5	First
Speech Pathology .....	1	Second
Volunteer Coffee Station .....	5	First
Voluntary Service.....	1	First
Waiting Area – Outpatient Clinic .....	5	First
Waiting Area – Audiology & Radiology	5	First
Women’s Health .....	5	First
(Outpatient Clinic Check-In)		



## Driving Directions

**From Points North, East and West:** Take I-695 (the Baltimore Beltway) towards Towson. Take the exit for Loch Raven Boulevard (MD-542) heading South off of I-695. Continue on Loch Raven Boulevard for five miles, and the entrance to the parking area for the Community Living Center & Rehabilitation Wing (Building 1) at the Loch Raven VA Medical Center is on the right past the intersection of Loch Raven Boulevard and Argonne Drive. The entrance to the parking area for the Outpatient Clinic (Building 5) is the next right off of Loch Raven Boulevard just prior to the intersection with The Alameda.

**From Points South:** Take Charles Street through Baltimore City to 33rd Street. Turn right onto 33rd

Street and continue to Loch Raven Boulevard. Turn left onto Loch Raven Boulevard and continue through the intersection with The Alameda. Shortly after passing through the intersection with The Alameda, the entrance to the parking area for the Community Living Center and Rehabilitation Wing (Building 1) at the Loch Raven VA Medical Center is on the left off of Loch Raven Boulevard. For the Outpatient Clinic (Building 5), turn left onto The Alameda off Loch Raven Boulevard and the entrance to the parking area is a block down on the right.

## Driving on the Loch Raven Campus

Please obey the posted traffic signs and speed limits when driving throughout the Loch Raven campus.

## Important Phone Numbers

Appointment Center .....	410-605-7333
Billing Information .....	866-393-0006
Eligibility & Enrollment .....	877-222-8387
Baltimore Vet Center .....	410-764-9400
Geriatric Wellness Center .....	410-605-7000, ext. 53738
Loch Raven VA Medical Center .....	410-605-7000
Loch Raven VA Outpatient Clinic .....	410-605-7650
Long-Term Care Information Line....	410-642-1121
MOVE Program .....	410-637-1245
MyHealthVet .....	410-605-7045
Patient Advocate .....	410-605-7542

Prescription Refill Line .....	410-605-7395
Release of Information .....	410-605-7348
Returning Veterans .....	410-605-7259
State Veterans Cemeteries .....	410-923-6981
Telephone Care Line .....	800-865-2441
Toll-Free Number for Loch Raven ..	800-463-6295
VA Benefits .....	800-827-1000
VA Burial Benefits .....	410-644-9696
Veterans Crisis Line .....	800-273-8255 (Press 1)
Women Veterans Services .....	410-605-7275